

## Target Audience

Health, Social Care and Housing Managers where there is a responsibility for managing, leading and developing teams.

Learners will explore the meaning of a 'team', the characteristics of a good team and the stages that must be considered to develop and enhance the team.

The focus will be on the importance of relationship-building and they will consider the qualities of a high-performing team. Throughout the course the fundamental role of leadership in making the team successful is referred to.

**This course is delivered using a range of methods and resources including:**

- Face to Face tutor facilitation, questionnaires, self-assessment, scenarios for breakout groups, questioning and participation and an end of session assessment.

**This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:**

- Bruce Tuckman's Team Development Model
- The Equality Act 2010
- The Leadership Qualities Framework
- CQC – KLOE's

## Course Content

- Team – definition
- What factors make a good team?
- Identifying team roles
- Team developmental stages
- Tasks and tools needed to move through each stage
- Approaches to developing high-performance teams
- Working towards a common purpose
- Communication tools and developing positive interactions
- Barriers to working within a team
- Integrating new team members
- Equality, diversity and inclusion for team members
- Problem-solving

## Learning Outcomes

**After attending this course, learners will be able to:**

- Identify the factors that teams need to be high-performing
- Describe different approaches to developing high-performance teams
- List the stages of team-development and the tools and tasks needed to move through each stage
- Recognise the importance and input of leadership in creating a successful team
- State what leadership qualities needed to develop and lead a high performing team
- Describe how you will personally work towards a common purpose
- List team communication tools that develop positive interactions among team members
- State what tools for team problem-solving and goal attainment can be used

**Duration: 4 Hours**